The Urban Cultivator Residential

User Manual

Urban Cultivator®

Please read the information inside this Instruction Booklet carefully and keep it as a reference manual.

These symbols are used to highlight important information:

Warnings

Information and best practices

Environmental information

If you are unclear about any aspect of information in this manual please contact Urban Cultivator using support@urbancultivator.net or telephone our toll free number 1-877-352-0490, available seven days a week.

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Safety Precautions

Urban Cultivator cares about your plants and your safety. We want you to be familiar with the following safety instructions.

It is important that this instruction manual remains with the Urban Cultivator Residential appliance so that new owners can also learn about the product and relevant safety precautions.

You must carefully read through this instruction manual before installing and using the Urban Cultivator Residential.

If you are unclear about any aspect of information within please contact Urban Cultivator using support@urbancultivator.net or telephone our toll free number 1-877-352-0490, available seven days a week.

The appliance is not to be used by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.

Child safety

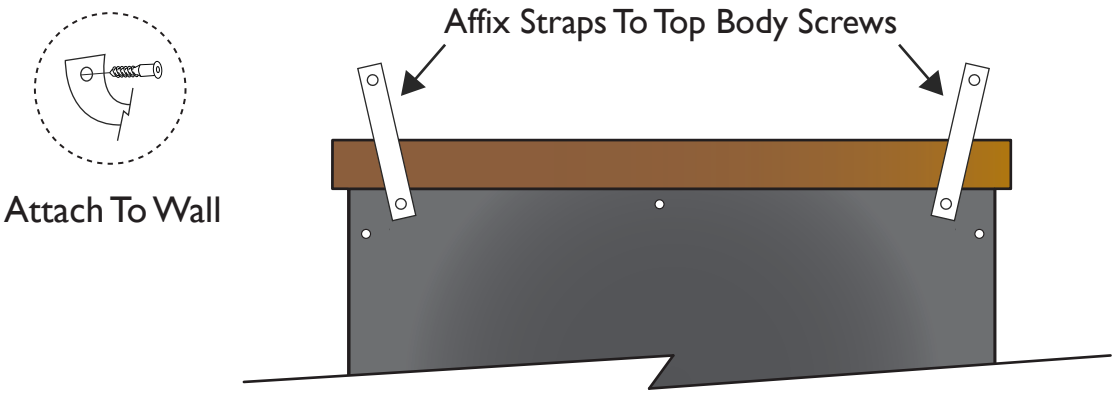
- This appliance is designed to be operated by adults.
- Keep all packaging materials away from children and please dispose of them in a responsible manner.
- The water from your Urban Cultivator Residential is not for drinking. Biological residues may still be present and could be harmful.
- Keep your seeds, nutrients, and growing mediums in a safe, dry storage area that is well away from children.
- The Cultivator's control panel has a child safety lock. Refer to the control panel table for more information.

Safety precautions in daily use

- Always keep the door closed.
- Do not sit or stand on the open door.
- Contaminated items and/or garbage must not be present in the Urban Cultivator Residential.
- Do not remove the grow trays or lighting shelf when the machine is watering or providing light. Refer to the control panel table for instructions on controlling the watering and lighting schedules.
- Only use products that have been designed to be used with the Urban Cultivator Residential.
- Ensure that the Urban Cultivator Residential door is always closed to avoid injury.
- Always unplug the power cord from the outlet and disconnect the water mains when not in use.
- The Urban Cultivator Residential must be serviced by a licensed professional.
- Only use genuine spare parts from Urban Cultivator or that have been CSA, UL, or CE approved. Using unauthorized components voids your warranty.
- Any attempts to fix the Urban Cultivator Residential without an authorised professional can be dangerous.

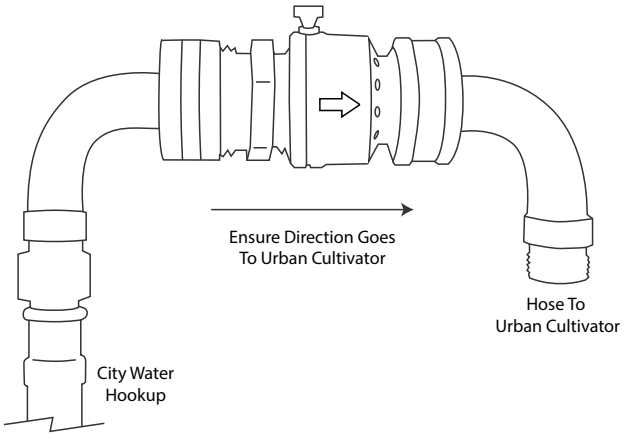
Whenever you take a grow drawer out be careful of water that may not have drained completely after a watering cycle. It can take up to ten minutes for the grow drawer to drain.

Please secure the Cultivator to the building structure using the strap and fixing provided. See below:



Vacuum breaker installation

- Install the vacuum breaker according to CSA standards.
- Install directly after the city valve for ease of access and maintenance.
- Warning: the vacuum breaker could leak in the event of a pressure drop in city water.



Disposal

- All packaging, cardboard or otherwise, can be recycled.
- The unit must be taken to a recycling centre for disposal should you cease to use your Urban Cultivator Residential, as many of its components can be recycled.

Unpacking Your Cultivator

Carefully open the product packaging and remove the Urban Cultivator Residential. We recommend that two people should remove the unit.

Hardware and accessories

Please check that all of the components for your Urban Cultivator Residential are accounted for, and that none have been damaged in shipping. Please refer to the checklist below:

Component Names

1. Counter Top (optional)
2. Door
3. Humidity Domes (x4)
4. Top & Bottom Grow Drawers & Grow Trays (x4)
5. Consumables (seeds, nutrients, measuring syringe)
6. Reservoir Access
7. Front Grill
8. Control Panel
9. Safety Wall Straps

For Stand Alone
Optional Drain Hose With Valve & Mounting Clip

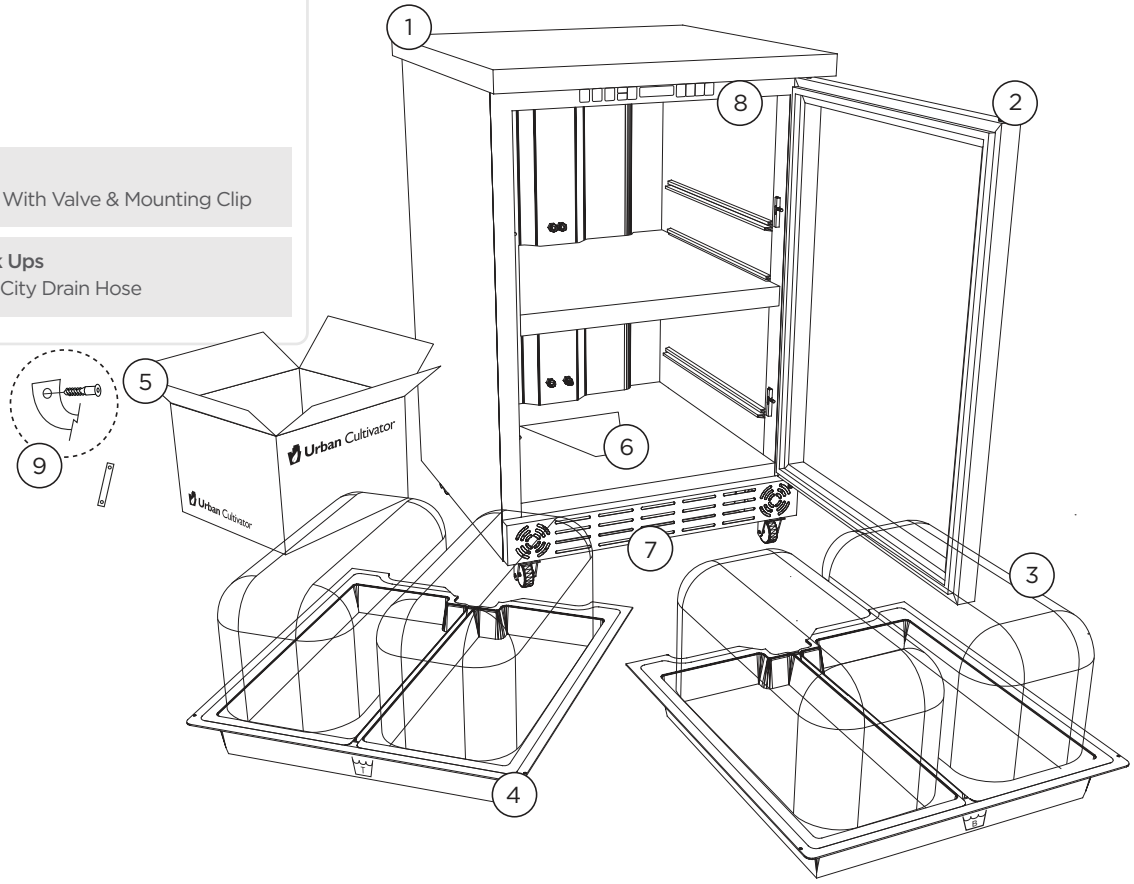
For City Water Hook Ups
Braided City Hose & City Drain Hose

Fragile Components

Grow Lights (x6)

Glass Panel & Thumb Screws (2)

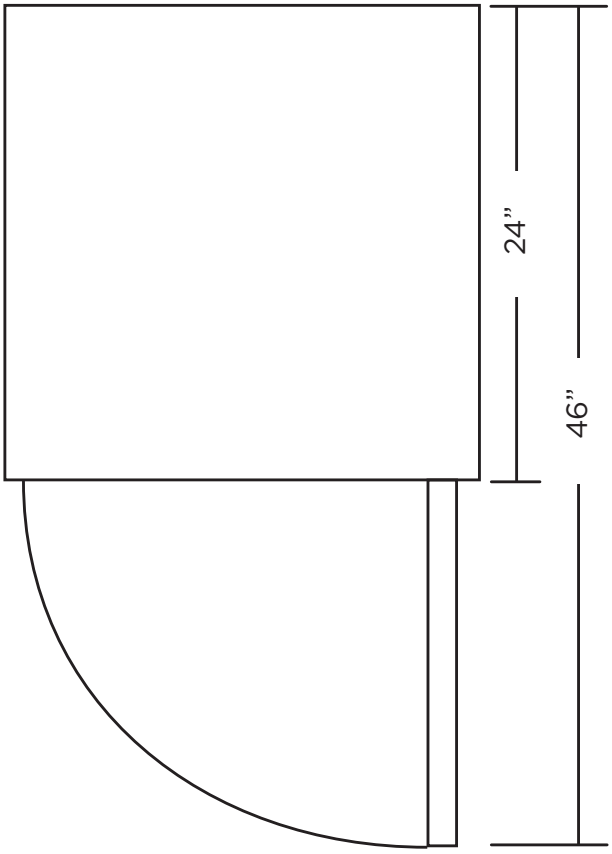
**Refer to Installing The Lights And Glass Panels section.*

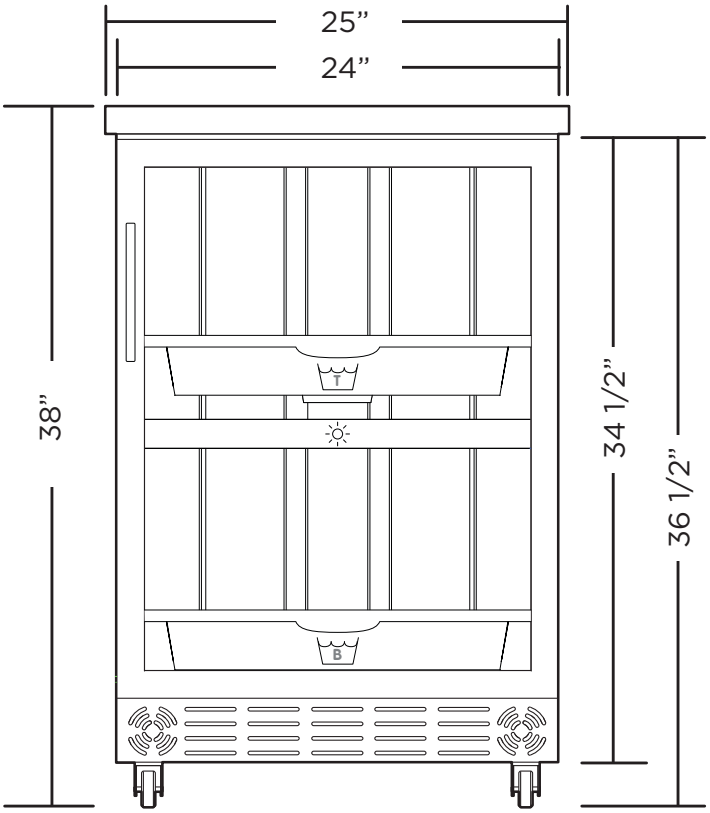


Check the Urban Cultivator Residential for any shipping damage. Never connect or start growing with a damaged machine. Please contact us on our toll free number 1-877-352-0490 or email support@urbancultivator.net if your Urban Cultivator Residential is damaged.

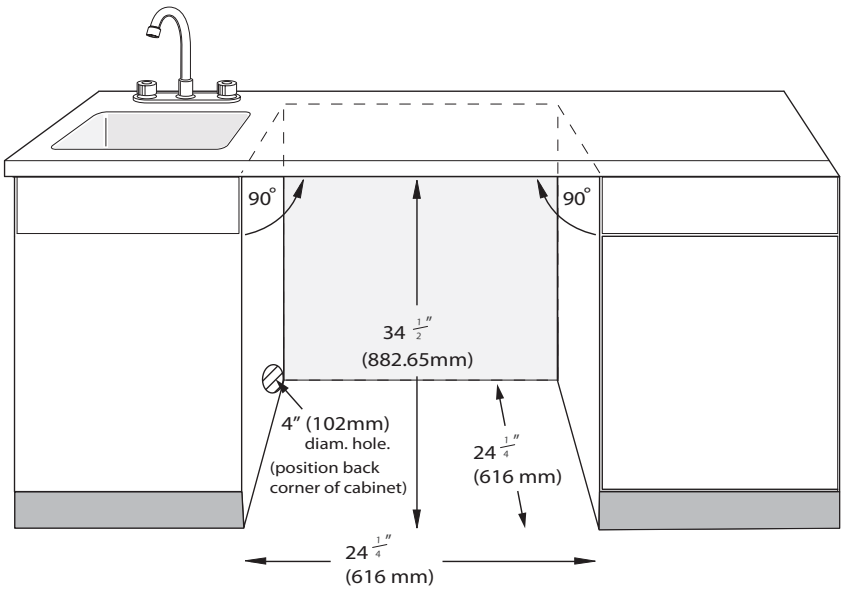
Technical Specifications

External dimensions





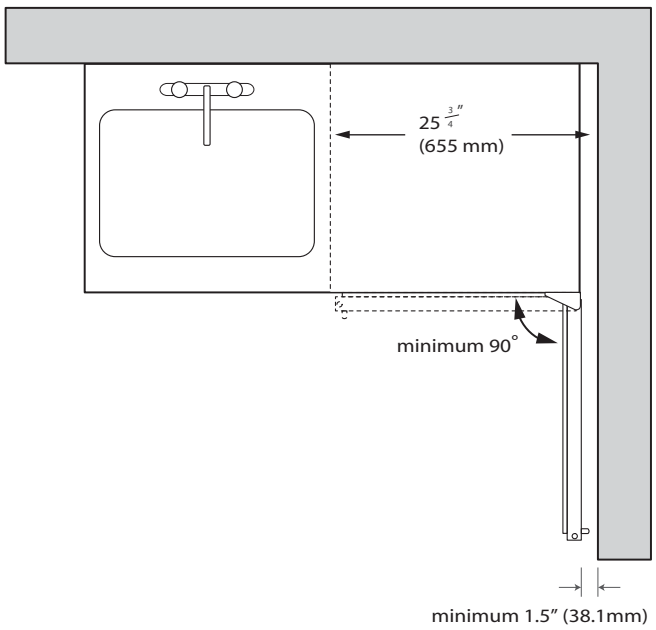
Enclosure specification



Cabinet Cut-Out Dimensions		
Height 34 1/2"	Width 24 1/4"	Depth 24 1/4"
Product Dimensions Without Counter Top Or Wheels		
Height 34 1/4"	Width 24"	Depth 24"

Allow an extra 1.5" (38mm) of clearance space if you are installing your Cultivator into a corner enclosure.

The additional space is clearance for the Cultivator's door handle. The door must be able to open a minimum of 90 degrees to the cabinet so that the grow drawers may slide in and out.



Before You Install...

Your environment

The Urban Cultivator Residential has been designed to work inside your home. Ideally, the ambient room temperature should be 55 to 90°F (13 to 32°C), and relative humidity between 30% to 60%.

Built-in

The Urban Cultivator Residential has been designed to fit under a North American kitchen counter top or work surface as a single cupboard unit. It can slide between other cupboards and only requires one opening at the front.

While no vent openings are required, you need to allow the water fill and drain hose, as well as the power supply cable, to pass through from the rear of the unit.

Ensure that your Urban Cultivator Residential is levelled. Refer to the external dimensions and installation manual diagram.

The Urban Cultivator Residential is available with lockable castor wheels or adjustable feet so you can adjust its height.

City hook-up option

The Urban Cultivator Residential should be connected to cold water from your city main's supply located within five feet from the Cultivator.

The unit also needs to be connected to your city drain that should be no higher than two feet from ground level. The unit is intended to be permanently connected to the city mains supply and not connected by a hose-set.

The water hose is located at the rear of the unit and comes with a 3/8" hose connection. Connect the valve from your Urban Cultivator Residential to your city water line and vacuum breaker which should supply a water pressure of around 90psi for the Urban Cultivator Residential to be able to fill and drain its reservoir effectively.

Pipes that have not been in regular use should be cleaned with running water before connecting the Urban Cultivator Residential.

Make sure that the water inlet and drain hoses are free of debris or dirt and are not twisted, crushed, entangled, or leaking in any way. Do not use connection hoses that have been used previously by other appliances

The water intake connection is equipped with a vacuum breaker that must be installed on Canadian models directly after the city valve to prevent any water from entering the drinking water supply.

Stand alone option

When the button is flashing green, it's time to change the water in your reservoir. In stand alone mode, this is done manually.

To fill the reservoir manually

- Remove the bottom grow drawer to expose the water reservoir.
- Use a bucket, tub or hose to slowly fill resevoir with water until you see it full.

To drain the reservoir manually:

- Place the clear drain hose from the back of the machine into a bucket or tub.
- Press from the menu on your machine.
- Select Y and press Enter.
- Discard the water.

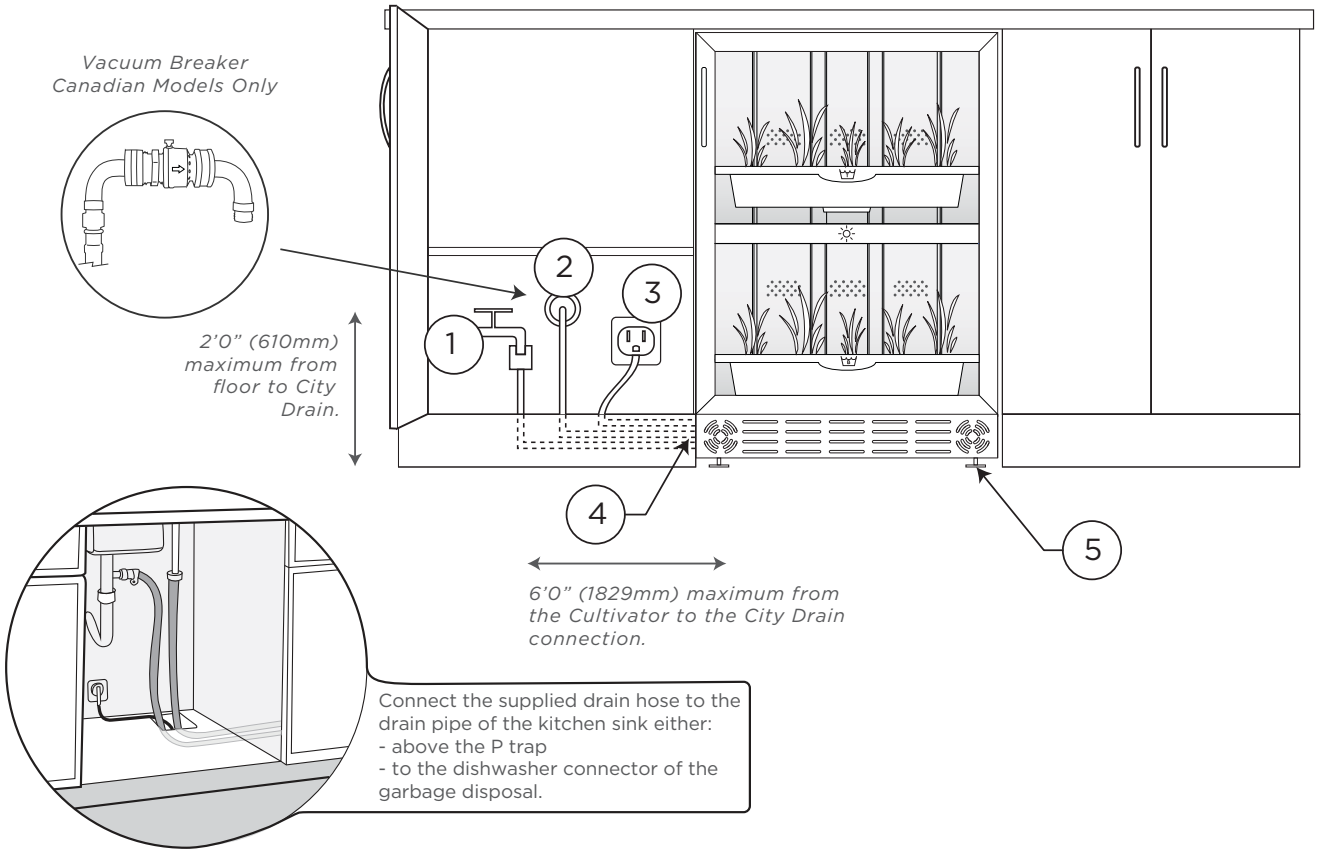
Electrical connection

The Urban Cultivator Residential must be grounded (earthed). Urban Cultivator does not accept any responsibilty should this safety measure not be followed.

Electricity can be dangerous and an unsafe plug inserted into a power socket could result in a serious safety hazard. Do not connect the Urban Cultivator Residential via an extension cable.

Ensure that the plug is still accessible after the Urban Cultivator Residential has been installed. If you need to replace the electrical cable call us toll free on 1-877-352-0490 or email support@urbancultivator.net.

Connecting the power, water, and electricity


Vacuum Breaker
Canadian Models Only
2'0" (610mm) maximum from floor to City Drain.
1
2
3
4
5
6'0" (1829mm) maximum from the Cultivator to the City Drain connection.
Connect the supplied drain hose to the drain pipe of the kitchen sink either:
- above the P trap
- to the dishwasher connector of the garbage disposal.

Numbered Items

1. City Water In Connection

Use the vacuum breaker & braided City Hose to connect to your city water connection. The hose comes with a standard ⅜" compression fitting.

2. City Drain Out Connection

Connect the City Drain Hose (1/2" to 3/4" hose connection) to your city drain which should be no further than 6' from the Cultivator and 2' up from the floor.

3. Power Connection

Connect the Cultivator to a standard 110/240V power outlet. The electricity plug should be no further than 2' away from the unit and should run out on the same side as the water and drain hose. The wall receptacle is non-replaceable.

4. Hole Size For All Connections

Use a 4" hole saw and remove part of the bottom shelf of the cabinet adjacent to the Cultivator where all the connections run from.

5. Adjustable Feet

Twist the Cultivators feet to adjust its overall height from 34¼" to 34 ½"

⚠ Leave 1½" clearance gap for the door swing and handle when installing the Urban Cultivator Residential adjacent to a wall.

⚠ Water In, City Drain Out & Electricity connections run out from one side only, the left or the right. Please contact Urban Cultivator using support@urbancultivator.net or call us toll-free: +1 877 352 0490 available seven days a week.

Installation Instructions

All plumbing work required to install the Urban Cultivator Residential should be done by a certified professional (applicable for city water hook-up only).

Remove all the product packaging before positioning the Urban Cultivator Residential.

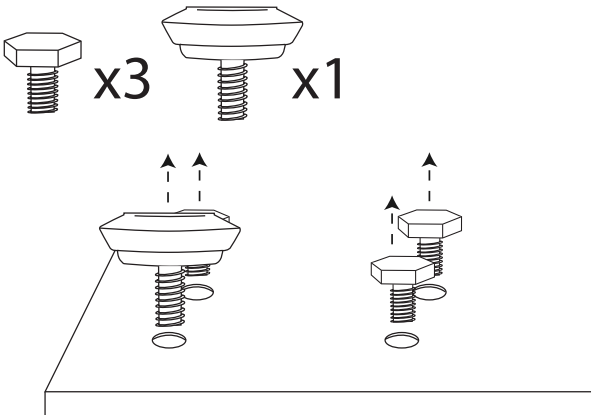
The city hook-up version needs to be five feet from the city water connection and the drain pipe should be no higher than two feet from ground level. Both versions—the city hook-up and stand alone—need a 110V/240V power outlet to plug into.

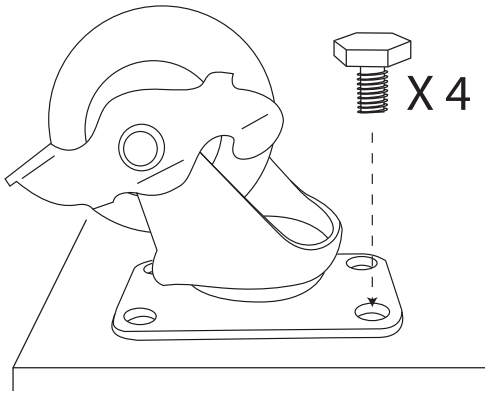
The wall receptacle is non-replaceable.

Installing castor wheels (stand-alone model)

To install castor wheels:

1. Remove the three bolts and one rubber foot from each corner on the bottom of your Urban Cultivator Residential.
2. Tip Cultivator on its back so you can access the feet and bolts.
3. Secure castor wheels to the unit using the bolts (note: 4 extra bolts are provided with your Urban Cultivator for wheel installation).

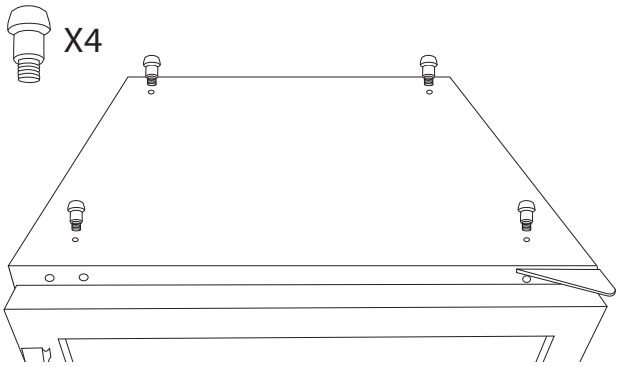


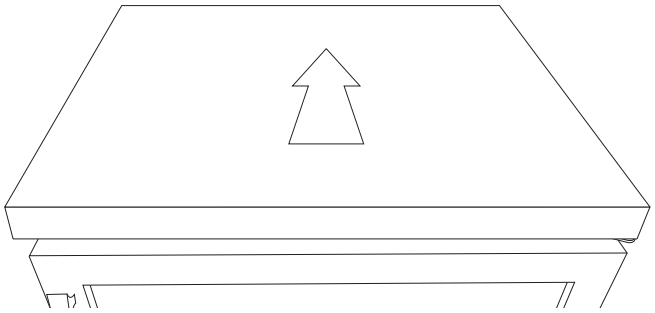


Installing countertop (stand-alone model)

To install the countertop piece:

1. Remove the four black plastic filler pegs from the four holes in the top of the machine
2. Screw in the four stainless steel studs that were provided with your Urban Cultivator Residential counter top.
3. Position the counter top piece onto the studs and slide towards the back of the machine to lock the counter top into place.





How Your Urban Cultivator Residential Works

The grow drawers

Your Urban Cultivator Residential comes with two growing levels referred to as the top and bottom grow drawers. Both drawers are removable to provide easy access for cultivating crops, cleaning, and maintenance.

Be careful when removing the drawers as they may be heavy and unevenly balanced. We recommend putting them on your kitchen counter with the back of the drawer towards the sink where they can be safely and easily accessed when you are working with your plants.

To continue growing herbs and greens, the drawers must be returned into their original position.

Ensure that the top grow drawer is placed back into the top rails and the bottom grow drawer into the bottom rails. You can do this by sliding the uppermost edge of the grow drawer in-between the drawer guide rails.

Make sure that the drawer handle is facing towards you so that the coupler valves at the rear align themselves correctly, and that the grow drawers are pushed all the way into the machine.

Please be careful when removing the drawers as they could be unbalanced, heavy, and contain some residual water.

- If you remove a grow drawer for more than one day, turn off its watering schedule (refer to the Control Panel table).
- The bottom grow drawer receives water an hour after the top grow drawer.
- Filters located at the back of the grow drawers catch sediment and should be rinsed out with clean water every week.
- The Cultivator will continue to water according to the watering cycle. If the drawers are removed when watering, ensure that the plants receive the water that they have missed.

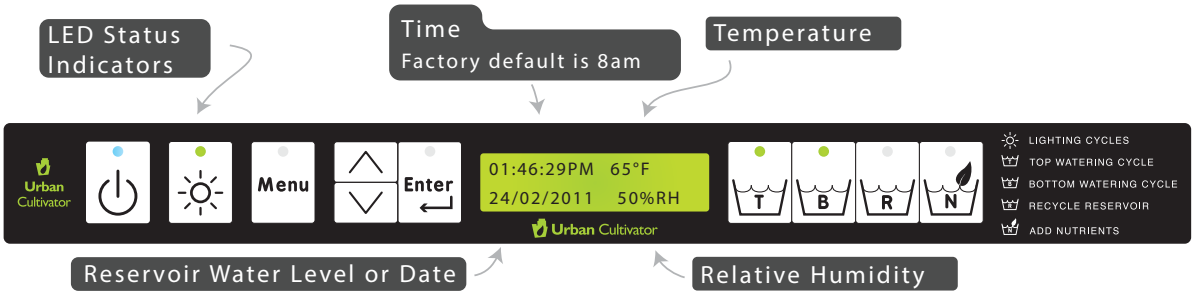
The control panel

The control panel controls the automated function of your Urban Cultivator Residential. You can customize the program using the menu outlined below:

Safety Lock

Hold both buttons together for 3 second to unlock the Control Panel.

The Control Panel will lock after 60 seconds of inactivity.



On / Off — Turns the Urban Cultivator Residential on and off.

Lighting Cycles

Match a lighting cycle to a list of herbs, micro-greens and lettuces.

- 12 hours on, 12 hour off.
- 18 hours on 6 hours off (Factory default. Starts 8am)
- Always on.

Menu Menu Headings

Keep pressing the menu button and scroll through all the menu options

ⓘ A city water connection fully automates plant watering and reservoir water levels.

- Set Date & Clock
- Set Temp C/F — Select temperature for fan control.
- Set Lights Time — Select what time to turn on the lights.
- Set Water On Time — Control how long to water your plants for. Factory default is 5 minutes.
- Set Recycle Rate — Control how often to drain & fill the reservoir. Factory default is 7 days.
- Top Up Reservoir — *If connected to city water
- Air Pump on/off — *Not Recommended
- Set Mode — Select between standalone & city water setups. Refer to Installation Instruction for details.
- Urban Cultivator — This displays your program version number.

Scrolling

Select between sub-menus.

Enter Confirm Selection

For all available options, press enter to confirm your selection.

Top Watering Cycle

Select when you would like to water your plants in the top grow tray.

Bottom Watering Cycle

Select when you would like to water your plants in the bottom grow tray.

- Once in 2, (3) or 4 days. (Factory setting.)
- Manual Cycle immediately waters your plants then resets your previous schedule.
- Always off.
- Twice per day.
- Once per day.

Recycle Reservoir

Select when you want to drain & fill your reservoir.

- Drain Reservoir - Yes or No
- Fill Reservoir - Yes or No (*City Hookup Only)

Add Nutrients

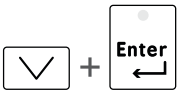
This is a 7 day countdown.

ⓘ The LED light turns on once the countdown has ended. You can set the countdaown for a maximum of 7 days.

Your First Grow

Setting up your growing preferences

Now that you have installed the Cultivator, understand how it works, and are able to control it, you'll want to set up the Cultivator's computer system using the control panel before growing herbs and greens.

1. Release the Safety Lock 

2. Press the Power button and turn your Cultivator on

3. Press the Menu button

and scroll through each of the menu headings setting your preferences as you go along (see previous page "Menu Headings")

The Cultivator waters when the lights come on.
The bottom grow drawer waters one hour after the top grow drawer.

Mixing nutrients

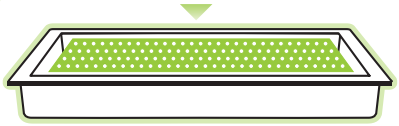
1. Remove the bottom grow drawer to access the reservoir.
2. Add 15ml of plant food nutrients into the reservoir.
3. Insert the lower grow drawer back into position ensuring that all the grow tray have clicked into place before closing the door.
4. The Urban Cultivator Residential will automatically mix the nutrients and draw the water along with the added nutrients from the Reservoir during its next scheduled water cycle.

Add your chosen grow nutrients into the reservoir. Make sure to follow the directions on the back of your chosen product. The Urban Cultivator Residential holds 17 L of water inside its reservoir.

Add nutrients to fresh water only.

Planting Your First Herbs And Microgreens

1 INSERT SCREEN INTO TRAY*



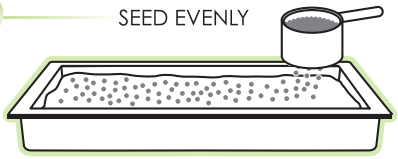
*Screen not needed for Residential OR soil free grow mat

2 CHOOSE YOUR SOIL (if using)

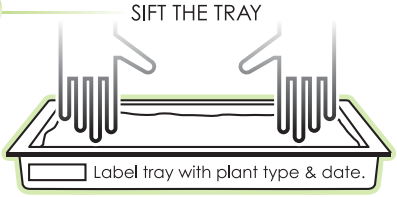
3 PUT SOIL IN TRAY AND SMOOTH

- Fill from ½ to ¾ full if using soil
- For best results, mix soil with water first

4 SEED EVENLY



5 SIFT THE TRAY

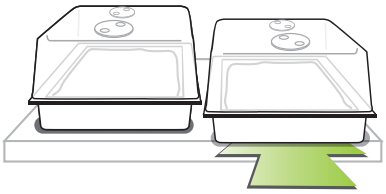


- Cover seeds with ⅛" of soil.

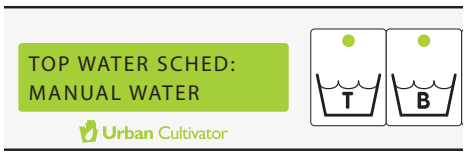
6 SECURE HUMIDITY DOME

- Ensure Vents Are Tightly Closed

7 PLACE TRAY ON SHELF IN CULTIVATOR

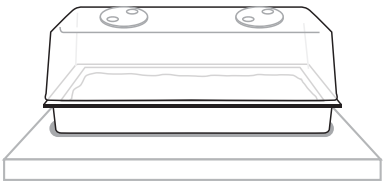


8 MANUAL WATERING & PROGRAM TRAYS

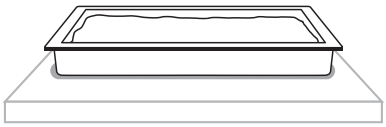


Set watering schedule and press 'Enter'. Then choose 'Manual Water' and press 'Enter'

9 LEAVE TRAY IN CULTIVATOR FOR 48 HOURS



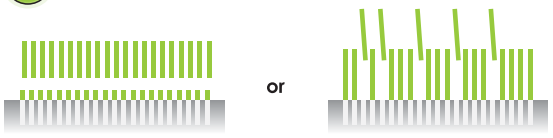
10 REMOVE HUMIDITY DOME FOR 4–6 HOURS



11 PUT THE HUMIDITY DOME BACK ON (if necessary)

12 REMOVE HUMIDITY DOME FOR REMAINING GROWING PROCESS

13 TWO WAYS TO HARVEST



Harvest all greens

Thin out greens and use as they grow

Use the humidity domes and their adjustable air vents for germinating seeds. The domes increase temperature and humidity levels inside to help germinate the seeds.

Top growing tips

Do Keep the Right Room Temperature and Humidity Levels

Keep your room temperature between 55°F and 90°F (13°C and 32°C), and humidity levels between 30% and 60%.

Do Keep Everything Clean

Keep your growing environment clean. Clean your reservoir, reservoir filter, and grow drawers every month, and rinse out the filter inside the grow drawers every week or two.

Don't Overwater

Don't overwater your plants, especially at the beginning of their lives, as it may bring on mould and mildew. We have factory set the watering levels for once every four days, but this will vary depending on what your ambient temperature and humidity is.

Do Use the Humidity Domes During Germination

Use the humidity domes to increase temperature and humidity in the grow trays when germinating seeds. Keep the domes on for the first two or three days after the seeds have been planted with the air vents closed. Lift domes off once per day to ensure fresh air circulation.

Do Use Proper Soil or Pads

We highly recommend the soil brands Sunshine #4 or Premiere HP. You can use other mediums, such as our Versapak fabric sheets, but we have found better results with soil.

Don't Add Too Much Nutrients

Overfeeding can cause damage to the plants listed in our Planting, Growing, and Cultivation Table. For best results, follow the Nutrient Feeding Table. Most quick-growing microgreens (one to two weeks) do not require any nutrients. Only longer growing greens (herbs, arugula, etc) require nutrients, and should only be added after week one or two at the earliest.

Do Sow Seeds a Little Heavy and Thin Out Young Plants

Pluck out young plants to allow others to grow and fill out.

Do Use Hydrogen Peroxide

If you accidentally keep your humidity domes on too long or overwater your plants, and your plants develop powdery mildew, you can spray them with Hydrogen Peroxide and water (1 tbsp of 17%-35% food-grade hydrogen peroxide to 1L of water). Only spray the soil, though, as this can cause your plants to rot in on themselves

Do Love Your Plants

Take time and care with your plants. Give them the proper attention, and lift them up every now and then for weight. If your trays feel light, it's time to water your plants.

Planting, Growing, and Cultivation Guide

Herbs & Microgreens	Seeds	Cultivaton	Watering
Malt Amaranth	2 tsp	2-3 weeks	1 per 4 days
Pepper Arugula	1 tsp	3 weeks	1 per 4 days
Bright Basil	1 tsp	5-6 weeks	1 per 5 days
Bangkok Basil	1 tsp	5-6 weeks	1 per 5 days
Crimson Beet Top	½ cup	2 weeks	1 per 4 days
Mighty Broccoli	1 tbsp	1 week	1 per 4 days
Crunchy Cabbage	1 tbsp	2 weeks	1 per 4 days
Delicate Chervil	2 tbsp	3 weeks	1 per 4 days
Mild Chives	2 tbsp	2-3 weeks	1 per 4 days
Fragrant Cilantro	¼ cup	3 weeks	1 per 4 days
Citrus Dill	1 tbsp	3 weeks	1 per 4 days
Maple Fenugreek	½ cup	2-3 weeks	1 per 4 days Soil-Free Option
Nutty Flax	1 tbsp	2-3 weeks	1 per 4 days
Power Kale	1 tbsp	2 weeks	1 per 4 days
Earthy Komatsuna	2 tsp	2 weeks	1 per 4 days
Tangy Lemon Balm	2 tsp	4 weeks	1 per 4 days
Robust Lentils	½ cup	1 week	1 per 4 days Soil-Free Option
Crisp Lettuce	1 tbsp	3 weeks	1 per 4 days
Aromatic Marjoram	1 tsp	3 weeks	1 per 4 days
Piquant Mizuna	1 tbsp	1-2 weeks	1 per 4 days
Sharp Mustard	1 tbsp	2 weeks	1 per 5 days
Wasabi Nasturtium	½ cup	1-2 week	1 per 4 days
Wild Oregano	1 tsp	3 weeks	1 per 4 days
Fresh Parsley	1 tbsp	4 weeks	1 per 4 days
Sugar Pea	1 cup	1-2 weeks	1 per 4 days
Yellow Pea	1 cup	1-2 weeks	1 per 4 days
Zesty Peppercrass	1 tbsp	2-3 weeks	1 per 5 days
Indigo Radish	3 tbsp	1 week	1 per 4 days
Spicy Radish	2 tbsp	1 week	1 per 4 days
Woodsy Sage	2 tbsp	2 weeks	1 per 4 days
Umami Savory	1 tbsp	2 weeks	1 per 4 days
Licorice Shiso	2 tsp	2-3 weeks	1 per 4 days
Tart Sorrel	2 tsp	1-2 weeks	1 per 4 days
Ruby Veined Sorrel	1 tsp	2 weeks	1 per 4 days
Hearty Sunflower	1 cup	1 week	1 per 4 days Soil-Free Option
Bold Swiss Chard	½ cup	4 weeks	1 per 4 days
Minty Thyme	2 tsp	4 weeks	1 per 4 days
Sweet Wheatgrass	1 cup	1 week	1 per 4 days Soil-Free Option

Soil-Free Option When using soil-free grow mats, change the watering cycle to “twice per day” for two days. Then, reduce watering to “once per day.”

Note: If planting multiple varieties on the same level, set watering to “one per four days.”

Maintenance

Cleaning the grow drawers

Clean your grow drawers between each harvest. Note that it is imperative for you to immediately clean mould or unwanted organic matter.

Do not use any chemically damaging or unhealthy cleaning products such as bleach. Using chemical cleaning products may be toxic and could potentially erode the grow drawers. You can use 30% Hydrogen Peroxide to clean the reservoir and water lines (5 tsp per gallon). Read all warning labels on the Hydrogen Peroxide labels.

Always dilute Hydrogen Peroxide and use extreme caution. Hyrdogen Peroxide is highly corrosive.

You should rinse out the filter at the rear of your grow drawers on a weekly basis.

Cleaning the reservoir and internal water pipes

- Drain the reservoir using the instructions on page 10.
- Re-fill the Reservoir with clean water and add your preferred cleaning agent (please follow the guidelines on the rear of the agent's packaging. The Cultivator's reservoir holds 17 L of water).
- Make sure the grow drawers are inserted.
- Water the top and bottom grow drawers and wait for the water to drain.
- Drain the reservoir again using the instructions on page 10.
- Re-fill the Reservoir with clean water and drain one more time ensuring that there is no residual cleaning product.

If you wipe clean the reservoir do not knock the pumps, misalign the pipes and in particular the pressure sensor that detects the water level located at the top towards the front of the Cultivator.

We recommend using a non-chlorine bleach purchased from a reputable environmentally conscience company. Please follow the quantity guidelines on its packaging.

Draining the reservoir sends water down and out from the Drain Hose. Ensure that drained water from the hose goes into an appropriate vessel such as a bucket. Water from your Urban Cultivator Residential is not for drinking. Biological residues may still be present and could be harmful.

Cleaning the counter top

Use soapy water or commonly available kitchen counter top cleaners. Do not let moisture stand on the surface.

Frequently asked questions

Is my Cultivator pre-programmed?

Yes, it comes pre-programmed for an average growing environment and an average for all plants needs. To set it to your environment or specific plant's needs check the manual, call our support line or check urbancultivator.net/videomanual

How many flats will I get out of one of my seed containers?

You will get 3-6 flats out of every Urban Cultivator seed containers. You can plant heavy and thin out young plants and use as you go or plant more flats thinner and let them grow out before you harvest. Try using the shaker to sow seeds evenly.

How much soil should I put in my flats?

You should fill each flat ½ to ¾ with our recommended potting soil (Sunshine #4 and Premier HP). ½ full for shorter life cycle (1-2 weeks) plants, such as peashoots, wheatgrass, sunflower, and broccoli. Fill your flat ¾ full when planting longer life cycle (2-14 weeks) plants, such as basil, oregano, arugula, beet tops, etc.

Do I mix in my seeds or cover them with dirt?

We have found great results by covering the newly sown seeds with a light dusting of soil that's been shifted through a regular strainer. The finer soil spreads nicely and makes a protective blanket during germination. Sow your seeds over the dirt, then give them a good spray of water from a spray bottle, next cover with the sifted dirt and then another light spraying of water just to moisten the top blanket. Be careful not to spray too much or too close and wash off the thin dirt blanket.

Does my water reservoir keep itself filled?

Yes, if you received your Cultivator with City Hook-up capabilities and have it plumbed in, then it is pre-programmed to exchange the water in the reservoir once a week. If you have received your Cultivator as a Stand alone please refill as needed and recycle when required.

How often should I do maintenance on my cultivator?

Wet/dry shop vacuum or wipe down reservoir and levels every 6-8 weeks. Ensure to check filters and pumps for seed and soil build up.

What do I do if my reservoir won't exchange?

Check to insure the connection on your city drain is open and free of blockage. If the cultivator is new it may not be primed and may need 2 to 3 minutes to prime. If it is still not draining, remove the bottom grow tray to access your reservoir. Insure there is more then 50% water inside, then reach in and make sure the pump is on and vibrating. If is, take it off the outtake hose and insure the water is running.

What do I do if my level won't water?

Ensure the reservoir is at least 50% full of water. Ensure that the level is not set to Always Off. Ensure that the grow drawer is pushed all the way into the UC-R. If still no watering, get access to your reservoir and ensure the pump is on and primed, as listed above.

What should my lighting schedule be?

We have pre-programmed our lighting schedules for most herbs, micro greens, lettuces, etc, which is 18 hours light and 6 hours dark.

Service and Spare Parts

Please call our toll-free number 1-877-352-0490 or email support@urbancultivator.net if you think there is a problem with you Urban Cultivator Residential.

Customer Care

In the event that your Urban Cultivator Residential requires service, or you wish to purchase plant supplies and spare parts please call us toll free on 1-877-352-0490 or email support@urbancultivator.net.

Please provide the following information when you are calling to arrange for an engineer or return of goods:

- Your name, address, zip number or postal code.
- Your contact telephone number and best time to be reached.
- Clear and concise details of the problem.
- The model and serial number of the appliance can be found on the back of the product and by scrolling to the last menu option.
- The purchase date and name of the sales representative who sold you the Urban Cultivator Residential.

Standard Guarantee Conditions

Urban Cultivator Limited guarantee that if within 12 months (labour) or within 3 years (parts) of the date of purchase this Urban Cultivator Residential appliance or any part thereof is proved to be defective due to faulty workmanship or materials, we will, at our option repair or replace the same FREE OF CHARGE for labour, materials, or carriage on condition that:

- The Urban Cultivator Residential has been correctly installed and used only on the electricity supply stated on the rating plate.
- The Urban Cultivator Residential has been used in accordance to the manufacturer's instructions.
- The Urban Cultivator Residential has not been tampered with by any person not authorised by us.
- All service work under this guarantee must be authorised by Urban Cultivator.
- Any appliance or defective component shall become the property of Urban Cultivator.
- This guarantee is in addition to your statutory and other legal rights.

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